



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending June 30, 2005**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	8.14	6.99	7.67	7.60
B. Operator Answer Time - Information [730.510(a)(1)]	2.25	3.06	3.04	2.78
C. Repair Office Answer Time [730.510(b)(1)]	20.11	20.22	19.12	19.82
D. Business or Customer Service Answer Time [730.510(b)(1)]	23.71	37.79	48.35	36.62
E. Percent of Service Installations [730.540(a)]	99.00%	99.25%	99.36%	99.20%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	96.72%	96.41%	97.46%	96.86%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.91	1.16	1.05	1.04
H. Percent Repeat Trouble Reports [730.545(c)]	12.54%	13.64%	13.04%	13.07%
I. Percent of Installation Trouble Reports [730.545(f)]	4.30%	5.19%	4.55%	4.68%
J. Missed Repair Appointments [730.545(h)]	10	15	12	12
K. Missed Installation Appointments [730.540(d)]	135	110	97	114

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Verizon North Inc.  
for quarter ending June 30, 2005**